

***PureMessage* Daily Digest FAQ**

What is a digest?

A digest is an email you will receive once a day if one or more of your messages have been quarantined as spam. *An example of a digest email is at the bottom of this document.*

What is *PureMessage*?

PureMessage is the product name for our anti-spam/anti-virus protection at the gateway. *Sophos* is the vendor who makes *PureMessage*.

When will I receive a digest?

At 3:00pm each day, digests will be sent out to anyone who has email sitting in the quarantine since the last digest was sent.

Will I receive a digest every day?

That depends. If you used to receive a lot of spam in the past (before October 1st), you may receive a digest every day. You will receive a digest less frequently (or perhaps never) if you don't normally receive a lot of spam.

What do I do with the digest?

Your digest will list the message(s) that were quarantined in the last 24 hours. If you would like to receive one of the messages listed in your digest, simply click on the message ID and hit send. *An example is at the bottom of this document.*

If you don't wish to receive any of the messages in your digest, simply delete the digest message.

I used to receive a lot of Viagra-type spam. These are not in my digest – why?

Messages are rated with a percentage of their probability of being spam. Messages rated at 90% or above are automatically deleted because the likelihood of being a false-positive in that range is extremely low. Many of the spam messages you used to receive are probably being deleted.

When I click to release a message from my digest, sometimes I get it instantly, and sometimes it takes several minutes – why is that?

A job runs every 10 minutes to check for pending messages to be released. Therefore, it could take as long as 10 minutes to receive a released email from your digest.

If I had other older email address, will spam sent to those addresses also be in my digest?

Yes. We will work with agencies to determine their legacy email address(es). For example, email sent to itd.state.ia.us will be scanned and sent to their respective iowa.gov address.

I never received much spam in the past; do I need to read this?

You may want to glance at the examples at the bottom of this document so you will know what to do with a digest, should you receive one.

If I don't want to receive a digest, can I turn it off?

No. You will only receive a digest if you have email quarantined as potential spam. You may receive a digest once every three months, or as often as once per day.

How long will a message sit in the quarantine?

Messages will stay in the quarantine for 14 days. After 14 days, they are deleted.

If I go on vacation for a week, will I need to look at all my digests for last week, or will the one I receive when I return contain all my quarantined email?

You will need to look at each day's digest, if they exist. If you received a lot of spam in the past, you may have a digest every day.

The next feature to be implemented is the web interface to manage your spam. This will eliminate the need to look at a daily digest.

Why does my newsletter (or whatever) get quarantined?

There could be a several reasons. It may have HTML features that are ranked high on the spam scale. Or, the sender's domain may be listed on a "black list".

When the web feature is implemented, users will be able to add trusted senders to their acceptable senders list, or "white list", which will prevent their newsletter (or whatever), from being quarantined.

Can you give us a short tutorial on what the SPAM filter looks for in scoring messages as SPAM/notSPAM?

It's quite complex. (If it were simple, we wouldn't have the spam problem that exists today.)

A short list of what it looks for:

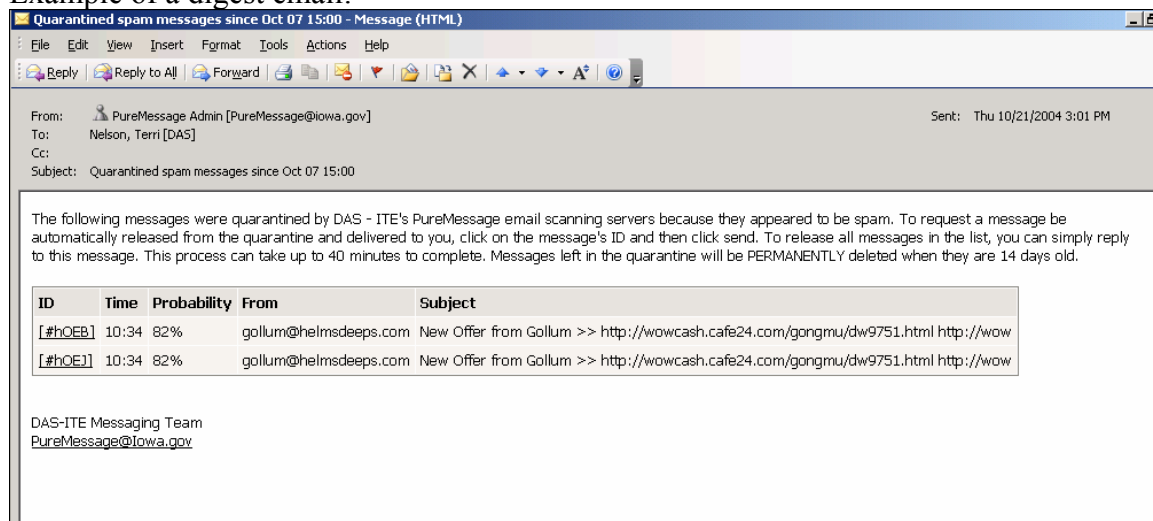
- a variety of HTML coding techniques spammers use
- black lists (IP addresses of known sources of spam)
- DNS checks, like reverse look-up
- looks for odd things like dates in the future
- lines of "yelling", such as a lot of exclamation marks
- look alike words, such as Interest r@te
- excessive traffic from same place
- dictionary attacks - going through all words for a given domain, etc.
- modifying email headers

And after checking all that (and many more items), it applies math algorithms for each "violation" and gives it a score, and then the entire message it's rating.

What will the cost be?

There is no cost. The product has been purchased with Homeland Security funds and the license runs out in three years.

Example of a digest email:



After clicking on the ID of the message, an email will appear like the following below. Simply click SEND to receive your quarantined message.

